

Headquarters Military Traffic Management Command

News Release

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FOR IMMEDIATE RELEASE

Personal property:

MTMC initiative receives major industry backing

DALLAS – One of the world's largest moving firms has announced its endorsement of the major themes of a Military Traffic Management Command re-engineering initiative.

"The customer is clearly in charge today," said Mike Fergus, President, of Allied Worldwide Network Business.

Fergus voiced support for the major themes of Task Force Fix, designed to bring immediate improvements to the great majority of MTMC's 613,000 annual service member moves.

Commercial practices in the moving industry should be extended to military customers, said Fergus, who has responsibility for 1,500 moving outlets in 36 countries.

Fergus made the remarks as panel member on a Quality of Life discussion at the annual 2001 MTMC Training Symposium, April 10, at the Wyndham Anatole Hotel, in Dallas.

Major improvements, said Fergus, to the MTMC moving program – the industry's biggest customer – could include:

- Distribution based on quality and price.
- A new customer satisfaction survey.
- Direct customer communication with carriers via toll-free numbers.
- Full-value replacement coverage for lost and damaged goods.

"We need to deal directly with your customers," said Fergus. "We need an insurance program to make them whole."

- Payment for service.

"We need to move to the commercial tariff," said Fergus. "We should not have a separate military tariff."

- Carrier risk analysis to ensure financially stable service providers.

“We have a lot of opportunity,” said Fergus. “We want you to feel you’re our biggest customers.

“We need a lot of the best practices of each of the (pilot) tests. We have to work together.”

Fergus said better accuracy in personal property rates will produce many benefits. He said a realistic rate would discourage movers from unnecessary storage. A reduction in storage, in turn, would save money and reduce handling damage.

The Allied executive’s remarks drew immediate praise from Col. Nonie Cabana, MTMC Deputy Chief of Staff of Passenger & Personal Property.

Upon hearing the proposal, Cabana waved a thumb up in a signal of positive support. Biggest challenge?

“Money,” said Cabana.

The proposal drew the immediate interest of Scott Michael, Assistant to the President, of the American Moving & Storage Association.

“It is the Task Force Fix proposal,” said Michael.

A shortage of funding puts the proposals in doubt, said Michael.

“It is not going anywhere,” said Michael. “The money from the (military) services is not there.”

“It is in housing and health care,” said Michael, “what service members deal with every day – not every three years.”

A second panelist, Navy Capt. Elliott Bloxom, said a measured increase in funding by the military services and senior military leader support are essential to positive changes.

“It is crucial we get the buy-in of senior services’ leadership,” said Bloxom, Principal Director, Military Personnel Policy, on the staff of the Under Secretary of Defense (Personnel and Readiness), Office of the Secretary of Defense.

Changes in personnel policies that provide more relocation time could allow more door-to-door moves without storage costs, he said.

“Relocations are very challenging for our most junior people,” said Bloxom.

Military personnel policies, he said, should be changed in conjunction with MTMC initiatives.

“Sometimes it is easier to deploy the force than sustain quality of life issues,” said Bill Lucas, MTMC Deputy to the Commander, who served as panel moderator.

“But, it is equally important.”